



State Controller's Office
Personnel/Payroll Services Division
Ad Hoc Committee on Human Resources

February 28, 2019

Program Management and Analysis Bureau (PMAB)

❖ **Employment History – Pliny Reynolds**

- Other Post-employment Benefits (OPEB):
 - The mass update for the OPEB CBID ran successfully on 01/31/19. We are in the process of updating PAM and PPM revisions with OPEB CBID related items. In addition, we are working on updating the OPEB FAQs to include specific examples and scenarios.

❖ **Affordable Care Act (ACA) – Megan Vinson**

- The ACA team has met the federal mandates and 1095-C's have been issued to all employees who were determined to be federally full time. As with previous years, we have published ViewDirect report PDA1782, which indicates all employees who have received a 1095-C. [Personnel Letter # 19-007](#) was sent out with information as well as the process for requesting duplicate 1095-Cs.
- The ACA team has provided 278,152 1095-C records to employees. This is almost 4,000 more than last year. Thank you to all of the departments for consistently keying throughout the year and helping to get all of the last-minute data keyed before the end of the year! We are now focused on the transmission of the data to the IRS.

Personnel and Payroll Services Bureau

❖ **W-2, Non-USPS, Miscellaneous Deductions – John Ochoa**

- All W-2's were mailed out.
- The deadline to submit a duplicate W-2 request with a fee waiver is March 1st 2019.
- If you have duplicate W-2 questions please contact (916) 445-2847. If you have questions regarding W-2/ W2C reporting information please contact the Statewide Customer Contact Center at 916-372-7200.

❖ **Civil Service (CS) Payroll - Samantha Stevens**

- Std.674 and Std. 674 A/R has a 6-8 month backlog.
 - What lead to this issue:
 - 2017: All of our payroll officer positions were vacant in the Statewide Payroll and Personnel Program.
 - 2017-2018: There was a unusually high number of seasoned staff movement between Personnel and Payroll Operation Bureau programs.
 - We experienced difficulties recruiting for vacancies. On average it took 2 to 3 months to fill positions.
 - Implementation of PEPRA special pay reporting to CalPERS – increased the number of manual steps in processing Account Receivables.

- Due to high staff turnover and additional mandated reporting/processing the time it takes to process one document has increased from an average of 5.5 minutes per document in 2015 to 13.5 minutes in 2018, which is a 145% increase for A/Rs. Pay adjustments increased from 4 minutes per document in 2015 to 10 minutes in 2018, 150% increase.
- What has changed:
 - Fiscal year 2018-19: Statewide Civil Service Payroll received three additional positions.
 - June 2018: Changes were implemented to the management of the workload.
 - Both workloads were organized into categories - Inquiries and PR250, Current Pay Periods, Out of History Pay Periods.
 - The number of documents assigned to staff daily has been standardized
 - September 2018: Changes were implemented to improve customer service.
 - Staff are now required to contact departments giving them at least 24 hours to respond before sending documents back via the PR250 process
 - When a document previously sent back via the PR250 process is returned to SCO, the document is given back to the specialist that originally returned the document to process as a priority.
 - The impacts of these changes have been varied:
 - Pros:
 - SCO staff are resolving more issues and reducing the number of documents returned to departments.
 - Documents are being returned multiple times for corrections.
 - Cons:
 - Added time it takes to process a document by providing the additional assistance department up front.
 - Processing PR250 as soon as they are returned has prevented staff from working the oldest dated documents.
- Where we stand now:
 - October 2018 - We are finally fully staffed!
 - The seven newest staff are being trained and are focused on processing Std. 674 A/Rs.
 - Staff from other programs have been diverted to assist with the document backlog.
 - Since the implementation of the new procedures, over the last 6 months, the volume of document processed have increased by 18%.
- Where are we going:
 - We are looking for more opportunities for process improvements and additional tools to aid in processing documents.
 - We are implementing more changes to the order that documents are processed.

- We are building tools to better manage the workload.
- We will continue to request positions through the BCP process.
- Forum Question: As a potential solution, would they consider reaching out to the departments to volunteer a PS to come to SCO for a period or one or two days a week to assist in catching up?
 - SCO has received several offers from departments to provide staff to assist with backlogs. While SCO appreciates these offers, there are issues that will need to be addressed first to determine if this is feasible. A few that leadership team has discussed includes confidentiality of statewide data; allowing department to only work on their own documents may disadvantage those that do not have the additional resources; the differences in the systems and tools used by SCO that departments do not have access to; and the resources necessary to train additional staff at this time. Although not completely out of the question, SCO will need to analyze this and other options to determine what is feasibly the best to address the backlog statewide.
- ❖ **Civil Service (CS) Disability - Nastassja Johnson**
 - Welcome Karin Johnson-Anderson, our new CS Disability Program Manager.
- ❖ **Statewide Customer Contact Center (SCCC) - Nastassja Johnson**
 - Meeting notes are now available on our [website](#).
 - The State Controller's Office (SCO) is committed to providing the highest level of customer service possible. With that, we would like to share the reminder that we are here to service Department's and/or Campus Human Resources (HR) Offices. Employees are best served by their own Department and/or Campus HR Office, as they have a direct relationship with the employee and can best address the employee's needs. We ask that Department and/or Campus HR Offices do not share SCO's direct contact information with employees. If an employee requires HR-related assistance, please direct the employee back to his/her respective HR Representative. This will ensure that SCO can continue providing excellent customer service to Departments and/or Campus HR Offices.
 - Escalation Email:
 - Reminder: Our Escalation email (PPSDOps@sco.ca.gov) is for Supervisors and Managers. You can find guidelines to using our Escalation email on our website under Human Resources.
 - California Personnel Office Directory (CPOD):
 - Please update [CPOD](#) with current information.
 - Forum Question:
 - PIMS automatically logs users out and when the user logs back in it brings them back to the home screen.
 - Please troubleshoot this issue with your agency's information technology department.

California State Payroll System (CSPS)

- Future State Workflow Sessions:
 - As of 02/20/19, the project has conducted to-be workflow sessions for the Personnel Administration capability. This includes Adding New Employee or Manage Employee Status process flows.
 - Registration is open for Time & Attendance, Benefits Administration, and Payroll. Visit our website for registration and more information.
<https://www.sco.ca.gov/csps.html>
- Market Research:
 - The CSPS team has conducted meetings with other state and federal organizations to discuss lessons learned from their payroll projects
 - CSPS held a vendor event to introduce our project to the vendor community, and also discuss various option for a future state solution.